

Call forwarding

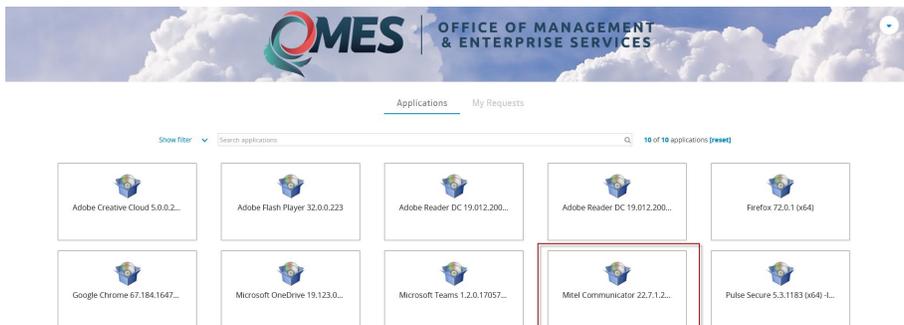
OMES has partnered with Clearspan to provide a call forwarding solution while you are teleworking.

To download desktop client, find the Clearspan Communicator Basic application on the Symantec Software Portal. This method allows installation without admin privileges. **Note:** these steps are only for Windows devices. More instructions will be shared soon on the Clearspan Communicator application for Macs.

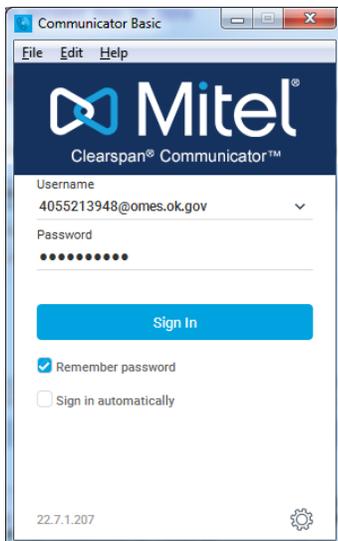
- To access the Symantec Software Portal, click on this icon on the bottom right of your device.



- Once the software portal opens, select the Mitel Communicator option.



- After it's downloaded, Clearspan Communicator Basic will launch and display the sign-in screen.



- If you are signing in for the first time, enter the URL of the server, enterprise email and password:
 - Enter the server address URL: <https://pub-xs.hvs.att.com/dms/bc/dt/config.xml>.

- Enter your enterprise email: this is your 10-digit telephone number@your.agency.domain. Your agency domain is what follows after the @ in your email address. See examples below.
 - Enter your username: enter the 10-digit telephone number@your.agency.domain.
 - Enter your temporary password: StateOk1!
- On subsequent logins, you can select your username from the drop-down list and enter your own password.
 - To save your password, check the Remember password box. You can change this later in Preferences.
 - To sign in automatically, check the Sign in automatically box. You can change this later in Preferences.
 - Select **Sign In**.

Examples of enterprise email and username:

- 405521xxxx@omes.ok.gov.
- 405522xxxx@okdhs.org.
- 405557xxxx@oesc.state.ok.us.
- 405521xxxx@dps.ok.gov.

To configure call settings:

- Select Calls at the top of the Communicator.
- The following settings are available:
 - Do not disturb.
 - Call forwarding.
 - Remote office.
 - Clearspan Anywhere – you can control or turn on and off if you have Anywhere set up originally by OMES.
 - Incoming calls.
 - Outgoing calls.
 - Retrieve parked call.

Call forwarding/remote office

When a caller calls your desk number, your call is diverted to the number you enter in the Remote Office section. Also, when you make a call from the application, it appears to the called party that you called from your desk.

- To place a call from the application, the system will first call your remote office number, then place the call to the called party.

Clearspan Anywhere

Anywhere rings your desk phone and cellphone at the same time. If OMES has originally set up the Anywhere feature for your phone, you can control it here.

- Choose any of the options under Calls, select configure, then indicate the feature you want.
- You can turn Anywhere on or off, or change the phone number it rings.

Contacts to add or call

- Select the  icon on the left.
- To add a contact, choose the  on the top right and fill in the information.
- To call an existing contact, enter the contact name in the Search and Dial field at the top.
- Double-click an entry in the search results to call that contact. Right-click to see options.
- Your desk phone will ring. When you answer your desk phone, the system will call that contact.

View the communication history

Select  on the left to view the communication history.